We believe that people should be looked after with the utmost dignity and respect and are proud of the high standards we achieve through a continuing philosophy of developing standards and delivering service.

SUPPORT WORKERS

MEADOWS HOUSE, KIDBROOKE, LONDON

£7.39 TO £7.88 PER HOUR (DEPENDENT ON QUALIFICATIONS)

36 HOURS PER WEEK

Ensuring that residents receive the right level of care to meet their day-to-day needs, you will establish positive relationships with residents and staff. Promoting safe working practices throughout the home you will also provide personal care and keep residents' rooms and communal areas clean and tidy.

With previous experience of working in a dementia care environment and providing person centered care, you will ideally be qualified or willing to work towards your NVQ level 2 in Health & Social Care.

Our excellent benefits package includes 28 days annual leave (including bank holidays), sick pay scheme and a loyalty bonus.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SC3107.

Closing date: 5pm on 22nd February 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Care Limited is a subsidiary of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Care

ROLE PROFILE REF: SU18F

Role Title	Support Worker
Reporting to	Home Manager
Role Purpose	To provide a quality care and support service for Residents in line with policies and procedures

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Support the Individual Maximise the independence of the residents	• Enable/empower residents to maximise their own potential/ level of independence • Enable residents to access and maintain a level of integration within the wider community • Place residents at the heart of the care/support provided	
Provide Care/Support Give care/support to residents in line with agreed care plans	• Work under the supervision of a Nurse in Charge • Meet residents' personal hygiene needs • Maintain choice, privacy, dignity and independence of residents • Establish a relationship with all residents, listen and talk with them to encourage mental stimulation • Help to make sure that residents' dietary needs are met • Liaise with other staff, report and document relevant issues	
Service to Residents Ensure a comfortable environment is maintained	• Ensure the environment is maintained to a high standard • Provide appropriate support to the residents in maintaining their own living areas • Support and speak on behalf of "key" residents and families when required • Assist/support residents in making complaints in line with the organisation's Complaints Policy & Procedure • Report residents' complaints to the duty manager • Avoid unnecessary waste of essential supplies and equipment	
Health & Safety Ensure health and safety requirements are met	• Carry out effective care/support procedures in line with health and safety requirements • Report faults and hazards • Test equipment before use • Adhere to the Health and Safety at Work Act • Ensure that infection control procedures are carried out effectively	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	1	• Understand and recognise need for change • Accept change is ongoing • Be open to new ideas • Look for new and better ways of doing things • Remain focused on goal • Review and monitor systems and make changes if needed • Do not change if the best already exists • Learn from change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	1	• Be patient, polite, approachable and helpful • Empathise with people from all backgrounds and cultures • Respect opinions and views of others • Tell the right things to the right people at the right time in the right way • Present written material in a professional way • Use discretion appropriately, maintain confidentiality • Adapt to any special communication needs people have • Use body language effectively and understand its effects on others
Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	1	• Rise to the challenge of doing a difficult task • Show confidence in own ability and expertise • Know own job and know themselves • Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods • Learn from mistakes • Take constructive criticism positively • Recognise own strengths and weaknesses including any stereo types or prejudices
Impress the customer *Ensure service provided consistently meets customer needs*	1	• Understand how actions impact upon the quality of customer service • Think from the customer's perspective; show empathy to the customer's situation and any special needs • Listen to the customer and address all relevant concerns and needs • Take responsibility for getting an outcome • Act on promises and meet deadlines • Take customer complaints seriously and deal with them calmly • Be knowledgeable and well-informed, provide relevant and accurate information to customers
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Experience of working with relevant client group or in the care sector, desirable

Relevant clinical/technical, vocational or educational qualifications for the role:

- Qualified or willing to study Level 2 Diploma, in relevant area (Health and Social Care)
- Hold *Skills for Care* Induction Standard or achieve it within 6 months of employment (ex-TOPPS Induction and Foundation Standard)
- Functional Literacy, Numeracy, Communication and ESOL competency

Knowledge of software packages:

- N/A

Staff management skills/experience:

- N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training | 6 months |

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange	✓		✓			
2	Agreeing and Interpreting						
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Care Home based throughout all units/areas of the Home/in the community
- Shift work required
- Required to maintain a high level of confidentiality at all times